



## **Maintenance & Technology Council**

# **Disclaimer**

The Recommended Practices contained herein reflect the consensus of the members of the Maintenance and Technology Council of the Arkansas Trucking Association (M&TC) on those items and methods that have delivered the best performance record based on the experience of those present at meetings of the Council. Recommended Maintenance Practices assist equipment users, vehicle/component manufacturers, and other industry suppliers in the maintenance of commercial vehicle equipment. Recommended Maintenance Practices also include test methodologies and informational documents that cover technical aspects of maintenance, equipment and supporting technologies.

The Practices contained herein are not exclusive. The M&TC cannot possibly know, evaluate, or advise the transportation industry of all conceivable ways in which a practice may be undertaken or of the possible consequences of each such practice. Other practices or methods may be as good, or better, depending upon the particular circumstances involved.

All who use the Recommended Practices contained herein must first satisfy themselves thoroughly that neither the safety or their employees or agents, nor the safety or usefulness of any products, will be jeopardized by any method selected.

The following Recommended Practices are not intended nor should they be construed as an endorsement of any particular person, organization, or product.



# **Maintenance & Technology Council Recommended Practice**

## **Arkansas Towing & Recovery Board Complaint Procedure**

### **Preface**

The following Recommended Practice is subject to the Disclaimer at the front of Maintenance & Technology Council's (M&TC's) Recommended Maintenance Practices. Users are urged to read the Disclaimer before considering adoption of any portion of the Recommended Practice.

### **Purpose and Scope**

The purpose of this Recommended Practice is to offer guidelines for procedures to file a complaint to the Towing and Recovery Board within the State of Arkansas.

This Recommended Practice establishes the procedure for filing a complaint with the Towing and Recovery Board within the State of Arkansas. Use of this RP will enable you to file a complaint on a Towing and Recovery business.

### **Complaint Filing Guidelines**

A person must obtain a copy of the complaint form by either going to the Arkansas Towing & Recovery Board web site, or by print the attached Complaint Form. Once the form as been completed in full, and accompanied with a written statement with all the details of the complaint and any copies of supporting information (ex. Copy of letters, bills, impound ticket, etc.) The plaintiff should then submit the document to:

Arkansas Towing & Recovery Board  
Attn: Complaint Investigator  
PO BOX 8285  
Searcy, Arkansas 72145

## **Procedure of Board**

Once the Complaint Investigator receives documentation of the issue, that Investigator will then contact all parties and try to resolve the case by phone prior to the next meeting of the Arkansas Towing & Recovery Board.

If resolution is not obtained, the Board reviews the case, State's evidence is given by investigator, and then the plaintiff states their case to the Board. The Board then decides on judgement.

## **Information**

For more information on The Arkansas Towing and Recovery Board visit:

[www.artowing.org/index.html](http://www.artowing.org/index.html)

This website includes Board Activities, Forms, Meeting Minutes, Licensing, and Calendar of meetings past and present, Rules and Regulations, Complaints and a current list of board members along with contact information.

